

MICHIVAN COMMUTER CONNECTION

MichiVan Commuter Vanpools

Summer 2008

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Fleet Response

VPSI has recently done some changes to our insurance reporting procedures. We have recently started using a company called Fleet Response for all Accidents and Incidents that happen to our vehicles. Please follow the following instructions to reports any accident / incident.

1. **CALL police and provide assistance** to injured passengers and others.
2. **Cooperate with the police** and be sure to obtain the police report number.
3. **DO NOT admit fault** for the accident.
4. **Exchange information** with other drivers involved in the accident such as name,

address, telephone number, vehicle and license plate number, and insurance company name and policy number.

5. **Take notes** about the accident on the attached accident report, and if you have a cell phone, or other camera, take photographs of the accident scene and vehicle damage of all involved vehicles.
6. **Report the claim to Fleet Response by calling toll free (866) 278-6335.** Fleet Response is VPSI's accident management company. They will take all of the accident information from you over the phone and assist you with getting your

vehicle repaired. Note: Do not call in any claims direct to Zurich American Insurance Company.

EXCEPTIONS

For Roadside Assistance, refer to the Volunteer Driver Guide or contact your local field office directly, (no need to call Fleet Response) by calling 1-800-VAN-RIDE.

For Glass Damage only, contact your local field office directly, (no need to call Fleet Response) by calling 1-800-VAN-RIDE.



Customer Service Tips

- Always remember to check the tire pressure.
- When your van is in for routine maintenance – remember to have your wiper blades checked and have vendor adjust tire pressure.
- When terminating from the vanpool, remember it's a 30-day notice.
- Please inspect the outside of van on a daily basis to see if there is any damage that may not have been noticed.
- Fill up your gas tank when it is cooler outside—gasoline expands so the warmer the temperature, the less gas you get.

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Success is the
sum of small
efforts,
repeated day in
and day out.

~ Robert
Collier

AATA & SEMCOG Partnership

The Ann Arbor Transportation Authority (AATA) and the Southeast Michigan Council of Governments (SEMCOG) have partnered to introduce Michigan Rideshare – an online matching system for people interested in carpooling or vanpooling.

Michigan Rideshare is a free and easy service that gives commuters who work in seven southeastern Michigan counties the ability to identify potential carpool and vanpool partners quickly and securely. The service can be accessed any time at MIRideshare.org using a standard web browser...no additional software is needed!

With Michigan Rideshare you can set up or access your account at any time to make changes to your commuting profile and search for new matches.

You'll get to see a generalized map of your home/work areas showing potential ride matches near you and along your commute route. You can contact matches instantly via email. It's fast, friendly and offers anonymity until you decide to make your contacts formal.

By sharing a ride with somebody else you can ...

- ✦ Save money on parking, fuel and other vehicle costs.

- ✦ Experience less stress from driving in traffic.
- ✦ Have a more predictable and productive commute (you can read, sleep, work, socialize, etc.).
- ✦ Help reduce traffic congestion.

Help reduce pollution and improve air quality.

AATA has also restarted its Guaranteed Ride Home (GRH) program in conjunction with the Michigan Rideshare service startup.

Car/vanpoolers who enroll in GRH may receive taxi fare or rental car reimbursement in the case of:

- ✦ Personal or family illness;
- ✦ Unscheduled overtime; or
- ✦ Unscheduled departure of the carpool or vanpool driver.

With GRH, you won't be stuck without a ride home if the unexpected happens.

Key points of the Guaranteed Ride Home program are:

- ✦ Participants must carpool or vanpool to work on a regular basis.
- ✦ Poolers must make their own

arrangements for a taxicab or rental car.

- ✦ Reimbursements will be made for trips from the work site to the residence or pooler meeting location. Intermediate stops (e.g., day care or hospital) are permitted.
- ✦ Taxi fares will be reimbursed for trips up to 100 miles one way; rental cars for one day (we are not able to reimburse for Metro Cars due to the excessive cost).
- ✦ The program may be used up to six times per year but no more than twice in one month.

If you aren't registered in the Michigan Rideshare database when you sign up for Guaranteed Ride Home, your information will be added to the database. This will provide you with a useful tool if your ridesharing situation changes in the future.

The Guaranteed Ride Home and Michigan Rideshare services are now available to the public, so visit MIRideshare.org for details!



No great man ever complains of want of opportunities. ~ Ralph Waldo Emerson

MichiVan Office Changes

MichiVan has recently done some staffing changes in our office. Changes include:

- Larry Swart was promoted to the Midwest Regional Manager. (See page 4.)
- Michelle Romano Rockwood has been promoted to manager of the MichiVan office.
- Cindy Harris has recently been moved to Customer Service Coordinator. Her

duties include: Alternate Driver Checks and Letters, Van switches, deliver/process loaner vehicles, process terminations, enter Commuter Bucks, and enter new passenger agreements.

- Shelly Walldorff has been moved to the Account Coordinator for Barry, Eaton, Ingham, Livingston, Oakland, Macomb, Lapeer, Genesee, Shiawassee, Clinton, and Ionia counties. She will be the contact for any vanpool group that wished to go to one of these counties.

- Jennifer Schneider has been moved to Account Coordinator for Monroe, Lenawee, Hillsdale, Branch, St. Joseph, Cass, Berrier, Van Buren, Kalamazoo, Calhoun, Jackson, Washtenaw, and Wayne Counties. She will be the contact for any vanpool group that wishes to go to one of these counties.

Information Update

We all make changes to our addresses, credit cards, banking accounts, email addresses and phone numbers in such a random fashion that we don't think of all the people and companies that may be using that information. Please remember to let MichiVan know whenever there is a change made to your personal information so that we may update our database and have current

information on you. If you have recently changed any of this information, please call a customer



service representative at, 1-800-VAN-RIDE as soon as you get a moment so that they can update your information in our computer system. If you have a question about the contact information that we have on file for you, feel free to call to make sure the information is current.



Coffee Talk: Submitted by: Kathy Coon Van #27210

Our group is pretty special. So special, we have been coined riding the "short bus." I am one of two ladies in our group and we have little trouble finding a good seat. Otherwise, its first come first served. Everyone is accommodating. All of us are key employees and I like that we can draw on that group asset chance we

need our employer's support. We have a system; the van departs at 6:10 a.m. and 4:10 p.m. We keep a calendar in the MichiVan used to "sign out" if we will not be riding. We have throw pillows and blankets for comfort and warmth. We have five excellent drivers; one for each day of the week. The radio is at

their discretion. Sometimes we share juicy gossip, other times we nap. Either way, we can laugh, help the environment, and save loads of cash.



There is only one success--to be able to spend your life in your own way.
~ Christopher Morley

Our Latest Poolers



University of Michigan



Pontiac General Motors



Selfridge



Vanpool Awards Program



MichiVan is going to be holding an awards program this winter for our vanpoolers. The categories for the drawing are as follows:

- Longest Commute
- Safe Driving
- Early Bird Vehicle
- Highest Efficiency
- Shiny, Happy Vanpool



Please submit your responses to be entered into the drawing to Jennifer Schneider at jennifer.schneider@vpsiinc.com.

Wright Express Card Holders—**Very Important Information!**

Wright Express Fuel Card Holders,



If your Wright Express fuel card is stolen and the pin number is with it, VPSI is not responsible for any charges that are incurred during this time period. The cardholder will have 2 options available:

- a. you will have to fill out a dispute form for every charge that was incurred. Doing this does not guarantee that Wright Express won't deny the claim and you may still be responsible for paying the amount that was charged.
- b. you will be responsible for paying the amount that was charged.

Please, be responsible and do not leave the card with the pin number in the same location. Remember, this is just like a regular credit card, and if it is put into the wrong hands, there can be a lot of damage done and the cardholder is responsible. Again, VPSI is NOT responsible for the charges that are incurred.

Please feel free to contact MichiVan if you have any further questions. Thank you.

State Employees

If your vanpool group is thinking about changing from an eight hour work day to a ten hour work day, please contact your appropriate account coordinator at MichiVan. Your account coordinator will then help work through the process to make sure that no riders are displaced. If you have any questions, please give our office a call. Thank you for your cooperation!



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We're on the web!
www.Michivan.com

Do what we can;
summer will have its
flies.

Ralph Waldo Emerson

Compuware News

By:

Jennifer Miller

Compuware Center Manager

Who isn't tired of outrageously high gas prices? The local transit agencies in conjunction with a couple of downtown Detroit businesses are trying to help commuters with this huge problem. Compuware along with MDOT, SMART, DDOT, TRU, Downtown AAA and V98.7 Smooth Jazz got together to promote National Dump the Pump Day on June 19th. The goal of the event was to encourage commuters to conserve fuel and try an alternate mode of transportation. V98.7 had a jazz concert at Campus Martius Park. Jackie Page of Fox 2 was the emcee of the event. The transit agencies had tables set up in Cadillac Square, which is adjacent to Campus Martius Park, to help people with their commuting questions. There were several prizes given away including gift certificates to local restaurants, a jewelry store, an I-Pod, 31-day bus passes and more! The event was a tremendous success. Several of the attendees thanked us for hosting the event to help them with their commuting needs.



A note from the desk of Larry



A few of you long time vanpoolers out there, Addie Conard, Steve Monet, and a few others may remember my first stint at MichiVan in 1993 when I was a novice customer service coordinator. Vanpooling has really come of age since then. Driven by higher gas prices, renewed environmental awareness, and roads that become ever more crowded, program participation is now at an all time high. Over the years we at MichiVan have consistently endeavored to make changes which would make the program better. Finally the MichiVan Commuter Vanpool program is getting the

positive press and exposure we always knew was warranted.

So it is with some circumspect that I am leaving the MichiVan Commuter Vanpool Program to pursue wider responsibility within VPSI, Inc. As I do this, I wanted to thank all our customers for the privilege of bringing to them a great vanpool program over the years. Since 2003, the program has grown from 80 to over 270 vanpools, serving thousands each day, taking hundreds of cars off the roads, reducing pollution and increasing the efficiency of transportation in Michigan. While there have been challenges, and more than a few

quandaries; I take from this experience a renewed belief in people and the resiliency of Michigan.

I turn over the management of the program to Michelle Romano Rockwood, an eight year veteran of the MichiVan Office. I am confident that Michelle and her team will be able to serve you with the highest levels of customer service.

Be courteous to others sharing the road with you and
DRIVE SAFLEY.